

# Life in Santa Cruz County Year 10, 2004

*Community Assessment Project*  
Comprehensive Report



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## Community Assessment Project Products

The Community Assessment Project's Year 10/2004 Comprehensive Report – hundreds of pages of data and survey results – is available as a book for \$25.00 at the United Way Office, 1220 41<sup>st</sup> Avenue, Capitola, CA 95010. Tel: 831-479-5466 Fax: 831-479-5477.

Customized reports, tailored to geographic, issue related, and demographic specifications, are available by contacting Applied Survey Research.

Also available at no charge is the sixteen-page color magazine (Summary Report) of the Year Ten, Community Assessment Project findings.

The report is also available on the World Wide Web at: [www.appliedsurveyresearch.org](http://www.appliedsurveyresearch.org).

## About the Researcher



Applied Survey Research (ASR) is a nonprofit, social research firm dedicated to helping people build better communities by collecting meaningful data, facilitating information-based planning and developing custom strategies. The firm was founded on the principle that community improvement initiative sustainability and program success are closely tied to assessment of needs, evaluation of community goals and development of appropriate responses.

The Community Assessment Project is a prime example of a comprehensive evaluation of the needs of the community. Its goal is to stimulate dialogue about growing trends and to encourage informed strategies for shaping future policies and effective actions.

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## Community Assessment Project Overview

Over the past ten years, a consortium of public and private health, education, human service and civic organizations convened by the United Way of Santa Cruz County have sponsored the Community Assessment Project of Santa Cruz County (CAP), a collaborative project to measure and improve the quality of life in Santa Cruz County over this ten year period.

The goal of CAP is to continually improve the quality of life for Santa Cruz County residents by:

- raising public awareness of human needs, changing trends, emerging issues, and community problems;
- providing accurate, credible and valid information on an ongoing basis to human service planners, and those providing funds;
- providing information for individual institutions to guide decision-making about creation, management and redesign of programs; setting community goals using measurable quality of life indicators that will lead to positive healthy development for individuals, families, and communities; and
- supporting and assisting with the establishment of collaborative action plans to achieve the community goals.

When the CAP was envisioned by its founders and Steering Committee, we knew that Santa Cruz County would be a different place over a ten-year period. Our philosophy was that an organized, collaborative, community-wide approach could positively affect important aspects of community life so that growth and change would not be left to chance and serendipity. The CAP Steering Committee has attempted to provide the most relevant insight about the needs of residents in order to point the community toward specific initiatives that will positively impact all residents.

Applied Survey Research (ASR), a not-for-profit social research firm, was contracted by the United Way to incorporate best practices from other assessment efforts across the nation into a community

assessment model that would provide public and private interests with clear information about past trends and current realities. Under the guidance of the CAP Steering Committee, ASR continues to manage the project, collecting secondary (pre-existing) data and conducting the annual community survey for primary (original) data. The CAP, one of the originators of community report cards ten years ago, continues to be recognized for its community involvement, sustainability, and methodology. One of the successes of the CAP has been the implementation of annual measurement and reporting over the ten-year period.

We wish to acknowledge all of those individuals serving on the Steering Committee whose commitment of time, resources, and expert counsel have guided the CAP over the past ten years. A project of this scale requires financial support. A special thank you is extended to the generous financial sponsors of the CAP. (See pages XV and XVI for listing of Steering Committee Members and CAP Sponsors).

## Model Summary

The CAP community assessment model, now implemented for its tenth year, provides a comprehensive view of the quality of life in Santa Cruz County. It is based on credible primary (original) data and secondary (pre-existing) data that are gathered for a series of indicators in six areas: Economy, Education, Health, Public Safety, the Natural Environment, and the Social Environment. The Comprehensive Report is a tool for concerned citizens from the private and public sectors to come together to review the numbers and turn them into a picture of where our County is headed. While the Comprehensive Report is the culmination of one year's activity, it outlines the trends over time and helps to lay the groundwork for planning and community action.

The CAP has nurtured and encouraged a common community focus by establishing Community Goals for improvement. There are several goals for each of the six topical areas of Economy, Education, Health,

Public Safety, the Natural Environment, and the Social Environment. Progress toward these goals has been tracked each year through measurable quality of life indicators. An analysis of trends towards the achievement of the Community Goals is presented as summaries at the beginning of the subject chapters of the Comprehensive Report.

As mentioned previously, one of the primary purposes of CAP is to encourage collaborative community action that will positively impact the Community Goals. We are pleased to note that community action has occurred at the individual organizational level as well as the community group level over this ten-year period.

Early in the CAP findings, we found our youth were using drugs and alcohol above state and national averages. To redirect youthful experimentation away from drugs and alcohol, Together for Youth/Unidos Para Los Jovenes was convened and began its outreach and educational programs.

CAP results regarding housing and homelessness in Santa Cruz County led to the development of the Homeless 2000 Committee. This committee convened to gain a deeper understanding of homelessness in Santa Cruz County by commissioning an in-depth Homeless 2000 census and Needs Assessment. The final report was released in August 2000, and that data has been critical in securing additional funds and other resources to further study and service homeless persons.

Throughout the years of CAP surveys, we found that thousands of families were without access to regular medical and dental care. Latinos were especially left out. The Central Coast Alliance for Health (Alliance) as it is now known, became the HMO for Medi-Cal eligible individuals and improved access to health care. More recently, First Five Santa Cruz, the County of Santa Cruz, Community Foundation, United Way, Alliance, hospitals and others have joined together in formation of the Healthy Kids initiative to provide health insurance to children.

The CAP has annually honored community heroes, special individuals whose efforts help move Santa Cruz County toward the achievement of the community goals. These true- life heroes can be found throughout the community and are wonderful examples of making Santa Cruz County a better place to live. A special thank you goes to the Santa Cruz Sentinel, our local newspaper, for sponsoring the selection of the annual community heroes (see page XVII for a listing of both past and present CAP Community Heroes).

## Quality of Life Indicators

The CAP community assessment model relies on indicators as the primary measures to illustrate the status of a system or issue that might otherwise be too large and complex to understand. As an example, we might ask ourselves, “Do people have adequate access to health care?” Increasing use of the emergency room for non-emergency purposes could be an indicator that they do not.

For the purposes of this project, special groups known as Technical Advisory Committees (TACs) developed over one hundred quality-of-life indicators. These committees were represented by a rich mixture of professionals, advocates, and community volunteers, all of whom were experts in the respective areas under review.

The TACs used special criteria to develop the quality of life indicators used for this project. These criteria stipulated that indicators need to be understandable to the general user and the public, responsive quickly and noticeably to real changes, relevant for policy decisions, and available annually.

## Key Quality of Life Indicators

In addition to quality of life indicators, this community assessment model also uses Key Indicators to present a snapshot of the changing conditions in each area. This snapshot is meant to be readily understood by the general public. The Key Indicators are not necessarily the most important quality of life indicators but the most indicative of the overall condition of that particular subject area. If

Key Indicators are improving or worsening, it is likely that trends in the whole area are moving in the same direction.

## Primary Data

### *Indicator Selection*

Measures of community progress depend upon consistent, reliable, and scientifically accurate sources of data. As noted previously, one of the types of data gathered for this project is primary (original) data. The central primary data is a telephone survey of a sample of Santa Cruz County residents. There is much to be learned from people's perceptions of their community, especially when those perceptions contradict the empirical evidence about its conditions. For instance, in the area of public safety, crime rates may be going down while perceptions of danger are going up.

For this reason, Applied Survey Research conducts a telephone survey, in both English and Spanish, with over 700 randomly selected County residents. The intent of the survey is to measure the opinions, attitudes, desires, and needs of a demographically representative sample of the County's residents. Respondents are asked open-ended questions as well as questions that present confined options. It should be noted that the telephone survey was not conducted in 2004 but will resume again in 2005.

### *Sample Selection and Data Weighting*

In 2003, telephone contacts were attempted with a random sample of residents 18 years or older in Santa Cruz County. Potential respondents were selected based on phone number prefixes, and quota sampling was employed to obtain the desired geographic distribution of respondents across the North and South County areas and the San Lorenzo Valley. Surveys were completed with 722 respondents in the County, and each completed survey took an average of 18.5 minutes.

As mentioned above, quotas were used with respect to respondents' location of residence. The quotas were designed to obtain sufficient samples to allow generalization to the overall population within each of the three geographic areas (North County, South County, and the San Lorenzo Valley). This method of sampling necessitated an over-

sample of the San Lorenzo Valley, relative to its proportion of the population of the entire County. This over-sampling of San Lorenzo Valley also allowed for reliable comparisons with the other two regions, and with respect to the overall survey results, was compensated for through a process of data weighting.

Data from the CAP 9 survey was "weighted" along several demographic dimensions prior to data analysis. Data weighting is a procedure that adjusts for discrepancies between demographic proportions within a sample and the population from which the sample was drawn. For example, within the CAP 9 survey, the sample was 57.5% female and 42.5% male, whereas the population in Santa Cruz County is very near to evenly split between the two genders. When the data is weighted to adjust for the over-sampling of females, answers given by each female respondent are weighted slightly downward, and answers given by each male respondent are weighted slightly upward, thus compensating for the disproportionate sampling.

The survey data for Year 9 were simultaneously weighted along the following demographic characteristics: gender, ethnicity, and geographic location. Weighting for both ethnicity and gender was performed to be region-specific (based on 2000 Census data) to account for differences across the three regions of Santa Cruz County. The weighted data was used in the generation of the overall frequency tables, and all of the cross-tabulations, with the exception of the regional comparisons. For the regional comparisons, the regional weights were dropped so that the San Lorenzo Valley oversample could be utilized.

Two important characteristics of weighted data need to be mentioned. First, within a weighted data set, the weight of each person's responses are determined by that individual's characteristics along the weighted dimensions (gender, ethnicity, geographic location). Thus, different respondents will have different weights attributed to their responses, based on each person's intersection along the three weighted demographic dimensions. Further, the weights that are produced are fractional, and the counts within frequency tables are of these individual-specific fractional values rather than counts of individuals,

considering each respondent equally. Secondly, in order to calculate the weight associated with each person's responses, it is necessary to have information about the individual for all of the demographic dimensions that are being weighted. Several CAP 9 respondents did not provide their ethnicity, and it was therefore necessary to drop these people from the sample because weights could not be calculated for them. This caused the size of the weighted data set to drop to 703 respondents, from the initial number of 722 respondents interviewed.

### *Sample Representativeness*

We are 95% confident that the opinions of survey respondents do not differ from those of the general population of Santa Cruz County by more than +/- 3.7%. This "margin of error" is useful in assessing how likely it is that the responses observed in the sample would be found in the population of all residents in Santa Cruz County if every resident were to be polled. For example, within the CAP 9 sample, 43.7% of respondents indicated that they used the library on a regular basis. Therefore, we are 95% confident that across all residents of Santa Cruz County the percentage of people that use the library regularly is between 40.0% and 47.4% (43.7% +/- 3.7%).

The geographic quota sampling produced a confidence interval of +/- 6.5% at the level of each of the three geographic regions (North County, South County, and the San Lorenzo Valley). This confidence interval can be applied when examining the results of the regional comparisons.

It is important to note that the margin of error is increased as the sample size is reduced. This becomes relevant when focusing on particular breakdowns or subpopulations in which the overall sample is broken down into smaller groups. In these instances, the margin of error will be larger than the initially stated interval of 3.7%; this margin of error only applies to the overall sample.

It should be understood that all surveys have subtle and inherent biases. ASR has worked diligently with the project committee to reduce risks of bias and to eliminate identifiable biases. One remaining

bias in this study appears in the area of respondent self-selection, the capturing of opinions only of those willing to contribute approximately 20 minutes of their time to participate in this community survey.

### *Data Analysis*

Significance testing on the overall CAP 9 data was performed using chi-square tests in combination with confidence interval estimations, to determine whether differences observed within the CAP 9 data would be likely to be expected across the population of the entire Santa Cruz County. An asterisk indicates when statistically significant differences were found in the overall survey data. In addition, a detailed listing of questions with statistically significant findings is included in the appendix.

### *Analysis of Breakdowns*

Significance testing between subpopulations in the CAP 9 report was conducted using confidence interval comparisons. For each comparison tested, 95% confidence intervals were calculated for the proportions observed in each of the groups (e.g., the percentages of males and females who reported regularly using the library, respectively). These confidence intervals represent the interval within which we have 95% confidence that the population proportion for each group would be found. If the confidence intervals around the proportions of the groups being compared (males vs. females) do not overlap, statistical significance is reported. This means that we would be 95% confident that a difference would exist in the population between the proportion of men who would respond "yes" and the proportion of women who would respond "yes" to this question. In a similar manner, this type of statistical testing for significant differences between groups was performed for all possible comparisons in cross-tabulations containing more than two groups. For example, in the region breakdown, each of the following comparisons was tested: South County vs. North County, South County vs. San Lorenzo Valley, and North County vs. San Lorenzo Valley. An asterisk indicates when significant differences were found in the survey data, and asterisks are provided identifying which specific

comparisons were significant. In addition, a listing of sub-group comparisons specifying which were found to be statistically significant is included in Appendix II.

When a cross-tabulation is performed, only those respondents for whom we have information on the variable of interest are able to be included. For example, if a respondent does not provide his/her age, we could not include this person in our age cross-tabulation. Therefore, the number of respondents included in a cross-tabulation will often be less than the overall number of respondents who completed the survey. In general, it is not uncommon for respondents to not answer every question on a survey.

## Secondary Data

Secondary (pre-existing) data is collected from a variety of sources, including but not limited to: the U.S. Census; federal, state, and local government agencies; academic institutions; economic development groups; health care institutions; libraries; schools; local police, sheriff and fire departments; and computerized sources through online databases and the Internet.

### *Note on Population Figures*

Unless otherwise noted, population data is drawn from the California Department of Finance's annual estimates for January of each year.

## What's New in 2004

Although it is a longitudinal study focusing on comparisons over time, the ten-year Community Assessment Project (CAP) for Santa Cruz County has continued to grow and improve with each year. Data, updated to the 2000 Census, was released from the California Department of Finance. More accurate ethnicity estimates are now available and are included in this report.

It was anticipated that new data from the California Health Interview Survey (CHIS) would be available for this report. Based on this information, the Steering Committee decided to forego the local community telephone survey in 2004 and continual on an every-other

year basis. The most current Santa Cruz County Telephone survey data is for 2003. New CHIS data will not be available at the time of printing but will be included in the 2005 report.

### California Health Interview Survey, 2001

Some responses from the California Health Interview Survey (CHIS) are included in the Health section in this report. CHIS is the largest health survey of its kind in the nation. Further, CHIS is the largest telephone survey in California, interviewing one randomly selected adult in 55,428 households. Further, the survey reached 5,801 adolescents (ages 12-17) and, through interviewing their parent, 12,592 children under age 12. The major areas covered in the survey include health-related behaviors, health insurance coverage, health status and conditions, and access to health care services. To ensure diverse populations were included in the survey, telephone interviews were conducted in six languages: English, Spanish, Chinese (Mandarin and Cantonese dialects), Vietnamese, Korean, and Khmer (Cambodian).

2003 CHIS data will not be available at the time of printing. It will be included in the 2005 CAP report.

## Data Presentation

As was begun with Year 6, demographic breakdowns of survey results are presented on the web rather than in the report. (The overall results continue to remain in the report, and demographic comparisons on key indicators appear throughout the document.) Question-by-question cross-tabulations for ethnicity, region, age, gender and income are available on the Applied Survey Research Website at: [www.appliedsurveyresearch.org](http://www.appliedsurveyresearch.org).

## What's Next?

As the Community Assessment Project enters its second decade it will continue to evolve to provide the most useful and up-to-date information for the residents of Santa Cruz County to use in their community improvement initiatives.


Among the planned improvements include a state-of-the-art, easily searched, website that will be continuously updated as new quality of life indicators become available. Charts and graphs of the data will be able to be downloaded for reports and funding proposals.





The Community Survey will be conducted every other year so that special studies and reports on particular community issues and population groups can be done in alternate years.

The Community Goals for the next decade will be determined involving community groups, organizations and the general public. Committed groups and organizations will be solicited to champion the community involvement necessary to achieve the Community Goals.

The Community Assessment Project Steering Committee and financial sponsors have affirmed their commitment to provide the most accurate information available so that the people of Santa Cruz County can continue their efforts to make the quality of life here the best it can be.

## Legend

- No. County** North County – includes Bonny Doon, Capitola, Davenport, Live Oak, Santa Cruz, Scotts Valley and Soquel
- So. County** South County – includes Aptos, Corralitos, Freedom, La Selva Beach, Pajaro and Watsonville
- SLV** San Lorenzo Valley – includes Ben Lomond, Boulder Creek, Brookdale, Felton, Lompico, Mount Hermon and Zayante
-  Indicates a question for which percentages do not total 100 because each respondent was allowed to select more than one answer
- \*** Indicates statistically significant differences in survey responses between sub-groups in the 2003 telephone survey data. Absence of this symbol indicates no statistical significance differences between sub-groups for the 2003 data. For comparisons involving more than

- 2 groups (region, age, and income), footnotes at the bottom of the page indicate which specific comparisons are significant. See Appendix II for a complete list.
- ✓ Indicates a Key Indicator
-  Indicates that no new data for a particular indicator is available
- % Change** Describes change in value between the current and previous year data
-  Denotes a telephone survey question
-  Indicates a community profile
-  Indicates data from the California Health Interview Survey (CHIS), 2001
- NA** Indicates data is not available

## Suggested Uses of this Report

Due to the wide scope, it will take each reader some time to become familiar with the data and format of the CAP report. There is a wealth of information on a wide range of issues in each of six research areas – Economy, Education, Health, Public Safety, Natural Environment, and Social Environment. This section is provided to make the report more useful by illustrating possible applications of the data within it.

The Steering Committee recommends that each reader first review the opening page of each of the sections, which begins by listing the Community Goals specific to the content of that section. Next is a summary that includes graphs of the Key Indicators for that section, which are measures that are suggestive of the overall condition of the section’s particular subject area. The summary also details noteworthy findings within each section, going beyond the Key Indicators to pull scores of items into a cohesive story.

The majority of each section contains the presentation of (primary) data from telephone surveys of County residents, as well as (secondary) data collected from hundreds of stakeholders throughout the County and beyond. This detailed information is useful not only to understand the County holistically, but also to focus on specific issues of import or interest to the reader. For example, the data may help identify new customers or emerging needs, or explain changes in the local environment that will have an impact on your business or organization.

In the following paragraphs, we present four levels at which the data gathered for this study might be utilized.

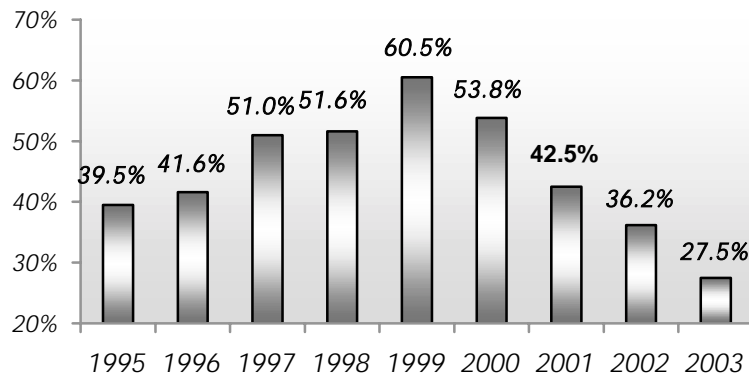
## Core Information about the County and its Directions

One use of the CAP data is by citizens and visitors, as well as businesses in the area or ones considering coming here. The CAP reports summarize hundreds of issues to help understand what is unique about the County, using the most recent and powerful data available, including established sources as well as an original survey.

## Trends That Impact Businesses and Organizations

While the CAP data are useful for point-in-time descriptions of various issues, the ten-year scope of the CAP project also allows comparisons of these snapshots across many years. Both primary and secondary data are presented across several years (as available) in table or chart form. Indeed, one of the most informative features of this report is precisely this trend data. This data allow the reader to see not only where the County is, but where it has been.

For example, consider the following bar chart which summarizes “yes” answers to the question, “Do you feel you are better off this year than last year (economically)?” from all nine years of the CAP study. This data assesses respondents’ sense of their own financial well-being.



Even a quick glance shows that the percentage (or proportion, or sub-sample) who said “yes” increased at least a small amount each year from 1995 through 1999. In other words, personal perceptions of financial well-being were on the upswing for five consecutive years, with notable jumps in 1997 and 1999.

However, respondents to the 2000 survey indicated a strong sign of concern: The proportion who said “yes” dropped 6.7%, well before economists were predicting that the high-tech downturn would spread to other sectors and the economy generally. And the 2003 survey data show an even larger drop. The percentage of respondents who said they felt better off this year than last year fell 8.7% from 2002 and a full 33% from 1999.

The most recent four years of data show that sense of financial well-being in the County has weakened, and that the former upswing has decidedly reversed. The trends provided by the CAP data are thus powerfully descriptive – and the reader need only glance at the length of bars to see the path of each trend.

## Breakdowns That Increase Understanding of Particular Subgroups

In many places, particularly with data from the telephone survey, results have also been disaggregated by ethnicity, age, gender, income, and geography. These demographic variables allow a deeper level of analysis. The combination can be powerful as well as persuasive, without needing a substantial background in statistics or mathematics.

To continue the previous example, looking at those who said “yes” they “feel... better off this year than last year (economically),” consider the percentages if we isolate each age group separately:

By Age	1999	2000	2001	2002	*2003
18-24 years of age	59.5	48.9	56.3	44.7	30.8
25-44 years of age	66.0	58.5	44.5	38.3	32.0
45-64 years of age	64.0	59.8	42.6	37.5	26.1
65 and older	38.5	32.3	32.2	24.0	17.9

For example, while 27.5% of the sample as a whole said “yes,” only 17.9% of those 65 years of age or older said “yes.” In other words, senior citizens were less likely than other age groups to say they are better off this year than last. By contrast, those aged 25-44 years were more likely to say yes (32.0%) than seniors.

These breakdowns also allow one more step to ensure that the results are completely understood. The asterisk preceding “2003” in that table’s column heading indicates that the differences for that column are statistically significant. Every survey has a small amount of error, because a small sample is used to find out about an entire population (ASR’s scientific methods of random sampling, quota sampling, and demographic analysis ensure that the sample is sufficient to say things about the County’s population of over 260,000 people).

Similar findings throughout the report will help service organizations, government agencies, and others to pinpoint how different parts of the County’s population are experiencing changes. For example, if we know that the recent economic pinch is harder on older residents, relief in the form of services or credits can be targeted at those individuals.

Similar results throughout the report might suggest regional or ethnic differences in the need for some services, which would tell providers something about the languages or locations they should target.

The entire survey and a description of statistically significant results are available in the appendix section of this report. More information about the demographic breakdowns is available on the ASR Website: [www.appliedsurveyresearch.org](http://www.appliedsurveyresearch.org).

## Additional Data to Support or Refine Your Work

The information in each CAP report is intended for use in your own services and products, including other reports and proposals, and as a baseline for performance systems. Display graphics are available for much of the data, as are trained presenters who can speak to groups about the information within and behind this report.

Data in this report can be mixed and matched to help agencies determine their clients’ needs. Special reports can be created to reflect targeted populations, and cross-comparisons can be established with data from other projects. Please contact ASR for assistance or to contract for such deliverables.

# Acknowledgments

## Applied Survey Research

Project Directors: Susan Brutschy and Kelly Pleskunas.

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Liz Reid, Deanna Zachary, Javier Salcedo, Sherra Clinton, Rachel Barr, and Patricia Zerounian.

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Celia Organista

Defensa de Mujeres

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*A very special thank you to all of those who contributed and helped locate secondary data for this year's CAP report. Agencies and organizations are cited as sources, but the assistance of individuals has been critical.*



**Last Row**

Mike Tomlinson, Santa Cruz County Health Services Agency; Kirsten Liske, Ecology in Action; David McNutt, MD, Santa Cruz County Health Services Agency; Tom Honig, Santa Cruz Sentinel;

**Middle Row**

Mary Lou Goeke, United Way of Santa Cruz County; Laurel Wilson, Mountain Community Resources; Susan Rozario, Santa Cruz County Sheriff's Office; Christina Cuevas, Community Foundation of Santa Cruz County; Chris Johnson-Lyons, Community Action Board;

**Front Row**

Janet Reed, Community Volunteer, Susan Brutschy, Applied Survey Research, Carol Adams, Dominican Hospital, Paul O'Brien, Santa Cruz Community Counseling Center.

## Community Assessment Project Year 10 Financial Sponsors

Cabrillo College  
City of Capitola  
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County Office of Education  
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Pajaro Valley Community Health Trust  
SBC

Santa Cruz Community Counseling Center  
Seniors Council  
Sutter Maternity & Surgery Center  
United Way of Santa Cruz County  
Volunteer Center  
Waste Management of Santa Cruz County  
Watsonville Community Hospital

## 2004 Community Goals & Heroes

Each year the Santa Cruz Sentinel in association with the United Way seeks nominations from the public of people who have worked in the past year toward meeting the CAP community goals.

The following community goals were selected by a broad cross-section of Santa Cruz County residents to guide decision-making, planning, and social action in the years to come. The purpose of these community goals is to focus attention and energy to improve the quality of life for the people of the County.

These community goals are necessarily broad in nature. Detailed action plans involving people from all sectors of the community must

### Economy

**Goal 1** By the year 2004, the number of jobs in Santa Cruz County will increase in proportion to the workforce.

**Goal 2** By the year 2004, the County's unemployment rate will be at or below the State rate.

**Goal 3** By the year 2004, more residents will have access to housing they can afford.

—ANITA IBARRA  
COMMUNITY ACTION BOARD

### Education

**Goal 1** By the year 2004, more Santa Cruz County students will graduate from high school job-ready or prepared for higher education.

—PATRICIA SCHROEDER  
STUDENT HEALTH SERVICES

be developed to realize the community goals. In many ways, the community goals are interrelated. In some ways, they may even be in conflict or compete with each other for resources, energy, and attention.

These community goals are not intended to endorse or oppose any particular project or initiative. They do, however, chart the course for collective action for a better future for the people of Santa Cruz County.

**Goal 2** By the year 2004, elementary and middle school students will meet or exceed the average statewide test scores for academic success.

—GAIL LEVINE  
BRANCIFORTE ELEMENTARY

**Goal 3** By the year 2004, Santa Cruz County children will enter kindergarten healthy and ready to learn.

—CATHY CAVANAUGH  
COMMUNITY BRIDGES WIC PROGRAM

**Goal 4** Children with Special Needs will have access to a full range of educational, social and community opportunities.

—MARCIA "DUFFY" GRANT  
COMMUNITY VOLUNTEER

RIDE A WAVE AND BALANCE 4 KIDS

## Health

**Goal 1** By the year 2004, Santa Cruz County residents will have access to primary medical and dental care.

—JERRI ROSS  
SANTA CRUZ COUNTY HEALTH CARE OUTREACH COALITION

**Goal 2** By the year 2004, Santa Cruz County youth alcohol and other drug use will be at or below statewide average.

—JAIME MOLINA  
COUNTY MENTAL HEALTH SERVICES

**Goal 3** By the year 2004, Santa Cruz County residents over age 60 will live healthy and independent lives.

—JINNY CORNELIUSSEN, JACK FARR, AND THERESA KRAMER  
ALZHEIMER'S ASSOCIATION OF SANTA CRUZ VOLUNTEERS

## Public Safety

**Goal 1** By the year 2004, crime within Santa Cruz County will continue to decrease, and residents will have increased confidence in their personal safety at home and in the community.

—JUDY WILLIAMS  
COMMUNITY VOLUNTEER

**Goal 2** By the year 2004, children in Santa Cruz County will live in safe families and communities.

—MELISSA COWLES  
COMMUNITY VOLUNTEER

## Social Environment

**Goal 1** By the year 2004, more residents will be engaged in community involvement to make Santa Cruz County a better place to live.

—SELBY DRAKE  
SUICIDE PREVENTION CENTER VOLUNTEERS

—PHIL READER  
COMMUNITY VOLUNTEER

**Goal 2** By the year 2004, racism and discrimination in Santa Cruz County will be reduced.

—LUIS ALEJO  
CRLA / WATSONVILLE SCHOOLS

**Goal 3** By the year 2004, children in Santa Cruz County will have access to affordable, high quality child care and after school/summer enrichment and recreation opportunities.

—ELNORA LEWIS  
COMMUNITY VOLUNTEER

## Natural Environment

**Goal 1** By the year 2004, water demand and supply will be in balance (sustainable yield).

**Goal 2** By the year 2004, environmental stewardship will increase within Santa Cruz County.

ECOLOGY ACTION

—PIET CANIN  
BIKE TO WORK PROGRAM

**Goal 3** By the year 2004, open space, wetlands, and protected habitats will be increased and improved.

—KAREN CHRISTENSEN  
SANTA CRUZ COUNTY RESOURCE CONSERVATION DISTRICT

## 2004 Year 10 Community Heroes



### Special Community Hero Awards

#### Special Recognition

—GEOFF DUNN  
COMMUNITY TELEVISION

#### Lifetime Achievement Award

—JANET REED  
COMMUNITY VOLUNTEER

1. Jaime Molina, 2. Victor Aguiar, 3. Patricia Schroeder,  
4. Piet Canin, 5. Shannon Crane,  
6. Kirsten Liske, 7. Jack Farr

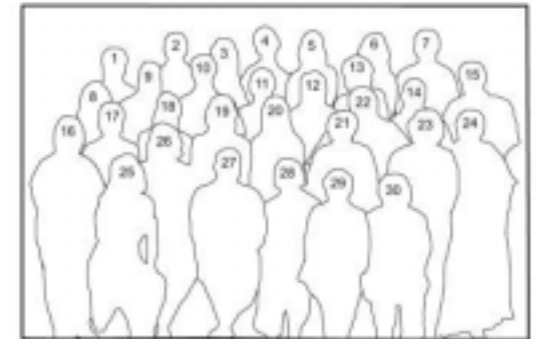
8. Guillermina Porraz, 9. Elnora Lewis,  
10. Dan Cope, 11. Duffy Grant,  
12. Melissa Cowles, 13. Victoria George,  
14. Araceli Castillo, 15. Geoffrey Dunn

16. Anita Ibarra, 17. Gail Levine,  
18. Sue Bowman, 19. Virginia Johnson,

20. Anna Hirst, 21. Jinny Corneliusen,  
22. Selby Drate, 23. Maria Elena Villalobos,  
24. Judy Williams

25. Jerri Ross, 26. Debbie Friedman,  
27. Maria Love, 28. Claudine Wildman,  
29. Janet Reed, 30. Theresa Kramer

Not pictured:  
Phil Reader, Luis Alejo & Mary Willis



## Community Heroes 1996-2003

### Year 9, 2003

Dan Cope, Special Education Local Planning Area

Don Eggleston, New School

Jill Gallo, Community Volunteer

Mary Hammer, Community Volunteer

Mas Hashimoto, Japanese American Citizens League

Roland and Violetta Law, Community Volunteers

Dean Lundholm, Pleasant Acres Tenant Association

Marcia Meyer, Childcare Ventures

Omega Nu

Yolanda Perez-Logan, Probation Department

Amy Pine, Survivors Healing Center

R.E.A.L.

Randy Repass, West Marine

Joseph Rivers, Dragonslayers

Ann Ruper, Volunteer Book Buddy

Theresa Thomae, Small Business Development Center

Phyllis and Dick Wasserstrom, Community Volunteers

George Wolfe, Community Volunteer

### Year 8, 2002

Mary Balzer, SPIN

Ruth Barker, We Care Program

David Beaudry, Community Builder

Michael Bethke, Community Volunteer

Toni Campbell

Angie Christmann, Land Trust of Santa Cruz County

Jena Collier, Health Families

Daniel Dodge, Community Activist

Heather Hite

Deutron Kebebew, UCSC

Marq Lipton, Seaside Company

Ellen Moir, New Teacher Center

Jorge Sanchez, Si Se Puede

Paul Tutwiler, Volunteer

Jim Van Houten, Community Volunteer

Linda Wilshusen, Live Oak Neighborhood Organization

Martina Zamilpa, Catholic Charities

## Year 7, 2001

Jane Barr, Mid Peninsula Housing  
Jess Brown, Santa Cruz County Farm Bureau  
Virginia Butz  
Alie Carey, Y.E.S. School  
Destiny Castillo, Y.E.S. School  
Amy Christey, Santa Cruz County Sheriff's Department  
Aurelie Clivas, San Lorenzo Valley Healthy Start  
Diane Cooley, Community Volunteer  
Jonathan Cornejo, Head Start  
Blanca Corrales  
LaRue Foster, Ombudsman  
Scott Kennedy, Santa Cruz City Council  
Ken Meshke  
Carrol Moran, UCSC Education Partner CTR  
Chrissie Morrison, Y.E.S. School  
Theresa Ontiveros, Planned Parenthood  
Sally Smith, Surfrider Foundation  
Barbara Sprenger, San Lorenzo Valley Teen Board  
Jonas Stanley, San Lorenzo Valley Healthy Start  
Lillian Westerman, Santa Cruz County Office of Education  
Mike Wilker, CCIC Lutheran Church

## Year 6, 2000

Jay Balzar, Dientes  
Steve Beedle, Santa Cruz Tech Alliance  
Kathy Bernard, Pajaro Valley Housing Corporation  
Janet Boss, Boys and Girls Club of Santa Cruz County  
Noah Brown, Youth Services  
Judy Cox, Santa Cruz County Probation Department  
Pam Elders, Head Start  
Aranda Guillermo, c/o Don Eggleston  
Francisco Jimenez, Student / Magic Apple  
Janice Jimenez, Student / Magic Apple  
Rama Khalsa, Health Services Agency  
Bryan Loehr, Redwood Elementary  
Vickie Morales, Santa Cruz County Probation Department  
Bob Munsey, Crow's Nest  
Dee O'Brian, Walnut Avenue Women's Center  
Dennis Osmer, Energy Services  
Laura Segura-Gallardo, Watsonville Parks and Recreation  
Larry Tierney, Park Maintenance  
Siri Vaeth, Big Brothers / Big Sisters

## Year 5, 1999

Steve Belcher, Santa Cruz Chief of Police  
Pat Clark, NAACP  
Karen Delaney, Volunteer Center  
Pam Falke  
Lisa Fraser, Principal Aptos Junior High  
Girl Scouts of the Monterey Bay Volunteers  
John Janzen, Silicon Systems  
Majel Jordan, Elderday  
Irvin Lindsey, Outdoor Science Experience  
Mary Jo May  
Jack O'Neill, O'Neill Sea Odysee  
Jane Scherich  
Michael Schmidt, Santa Cruz Chamber  
Tim Siemen  
Erica Terence  
Arcadio Viveros, Salud Para La Gente  
Elisabeth Vogel, Mercy Charities Housing

## Year 4, 1998

Patricia Arana, ALTO  
Edison Jensen, Attorney  
Susan Olsen, El Pajaro Community Development  
Linda Perez, Pajaro Valley Prevention and Student Assistance  
Maria Roman, Community for Violence Reduction  
Manny Solano, Watsonville Police Department  
Triangle Speakers  
Bill Watt, Families in Transition  
Sue Wilson, Grandma Sue's  
Bruce Woolpert, Granite Rock

## Year 3, 1997

Ciel Benedetto, Santa Cruz Women's Health Center  
Dana Blumrosen, Street Youth Program  
Kimberly Carter, Above the Line  
Sharon Kinsey, Volunteer  
Erik Larsen, Resource Center for Nonviolence  
Norm Lezin, Delta School  
Mark Ligon, Every Fifteen Minutes  
Paula Mahoney, Every Fifteen Minutes  
Maria Martinez, Head Start Volunteer  
Bob McKinley, Every Fifteen Minutes  
Michael Pruger, Every Fifteen Minutes  
Maggie Reynolds, Children's Alliance  
Patty Sapone, Every Fifteen Minutes  
Ray Shurson, Every Fifteen Minutes

## Year 2,1996

Paul Brindel, Community Action Board

Judy Darnell, Volunteer

Linda Fawcett, League of Women Voters

Andrea Garcia, El Comite / Esperanza

Fred Keeley, SCCHO

Nancy Macy, Volunteer

Alan McCay, SCCHO

Terry Medina, Watsonville Police Chief

Michael Molesky, El Comite / Esperanza

Monica Morales, Brown Berets

Harvey Nickelson, Coast Commercial Bank

Juana Ortiz-Gomez, El Comite / Esperanza

Leonard Smith, Pros for Youth

Marion Taylor, League of Women Voters

Marisa Villalon-Chapman, El Comite / Esperanza

